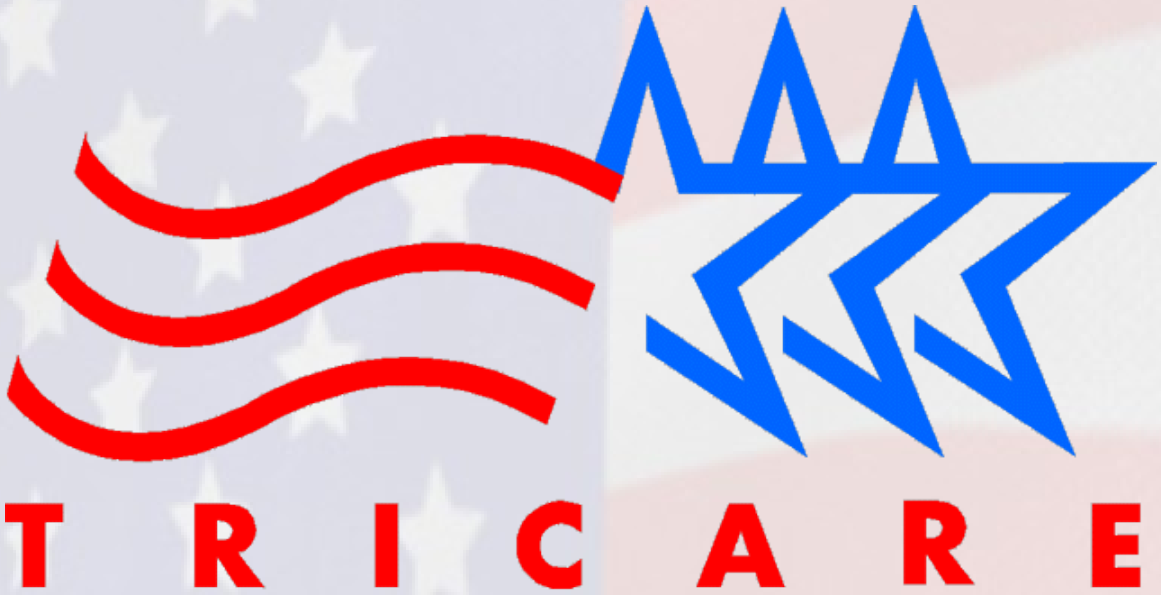


2000

“Focus on Performance”

Pharmacy Data Transaction Service (PDTS)

TRICARE 2000 Conference
Washington DC
January 31 -February 3, 2000

LTC William G. Davies, MS, USA
PDTS Program Manager, TMA
william.davies@tma.osd.mil

PDTS

The Pharmacy Data Transaction Service (PDTS) provides a central data repository for prescriptions filled throughout the MHS, to include:

- The Direct Care System
- MCSC Retail Pharmacy Network
- The National Mail Order Pharmacy

PDTS (cont'd)

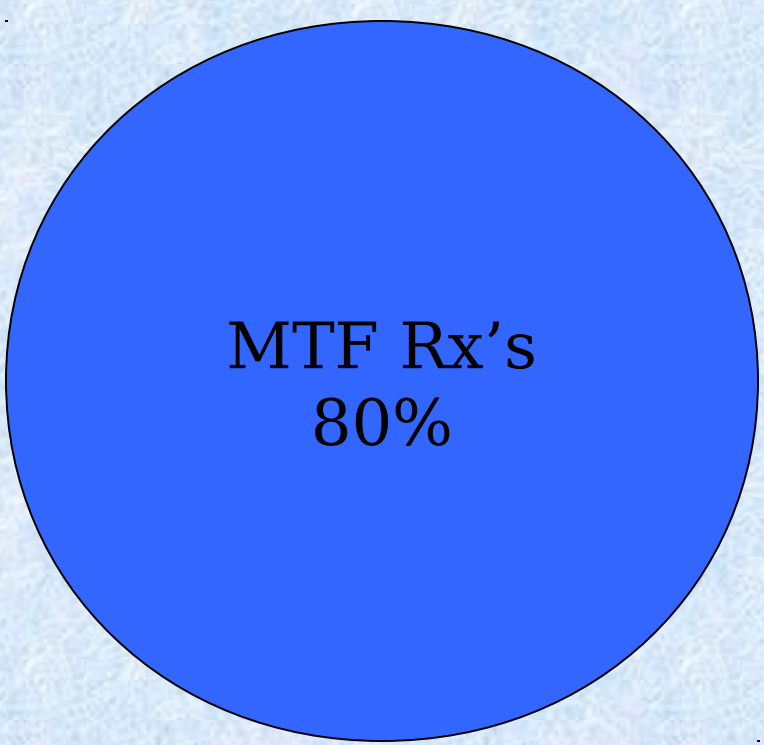
PDTS thus enables interactive clinical screening of a complete patient profile for drug interactions, therapeutic overlaps,and duplicate therapies, regardless of where the other prescriptions were filled.

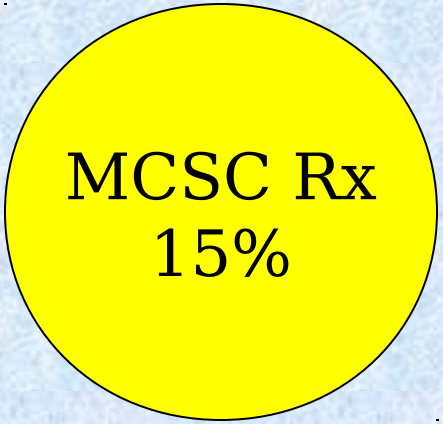
PDTS also provides a robust data repository for detailed and aggregate management and clinical reporting.

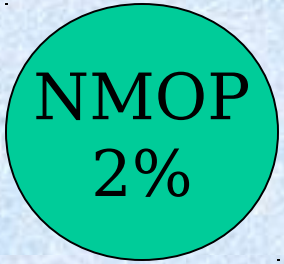
Integrated Pharmacy Systems Background

- Direction: GAO Report - June ‘98 “Defense Health Care: Fully Integrated Pharmacy System Would Improve Service and Cost –Effectiveness.”
- IPS Two-phased Approach
  - Pharmacy Data Transaction System (PDTS)
  - COTS vs. GOTS
- FY 2000 Authorization Act directs PDTS Integration
  - Military Treatment Facilities (MTF’s)
  - TRICARE network retail pharmacies
  - National Mail Order Pharmacy (NMOP)

Current DoD Prescription Programs







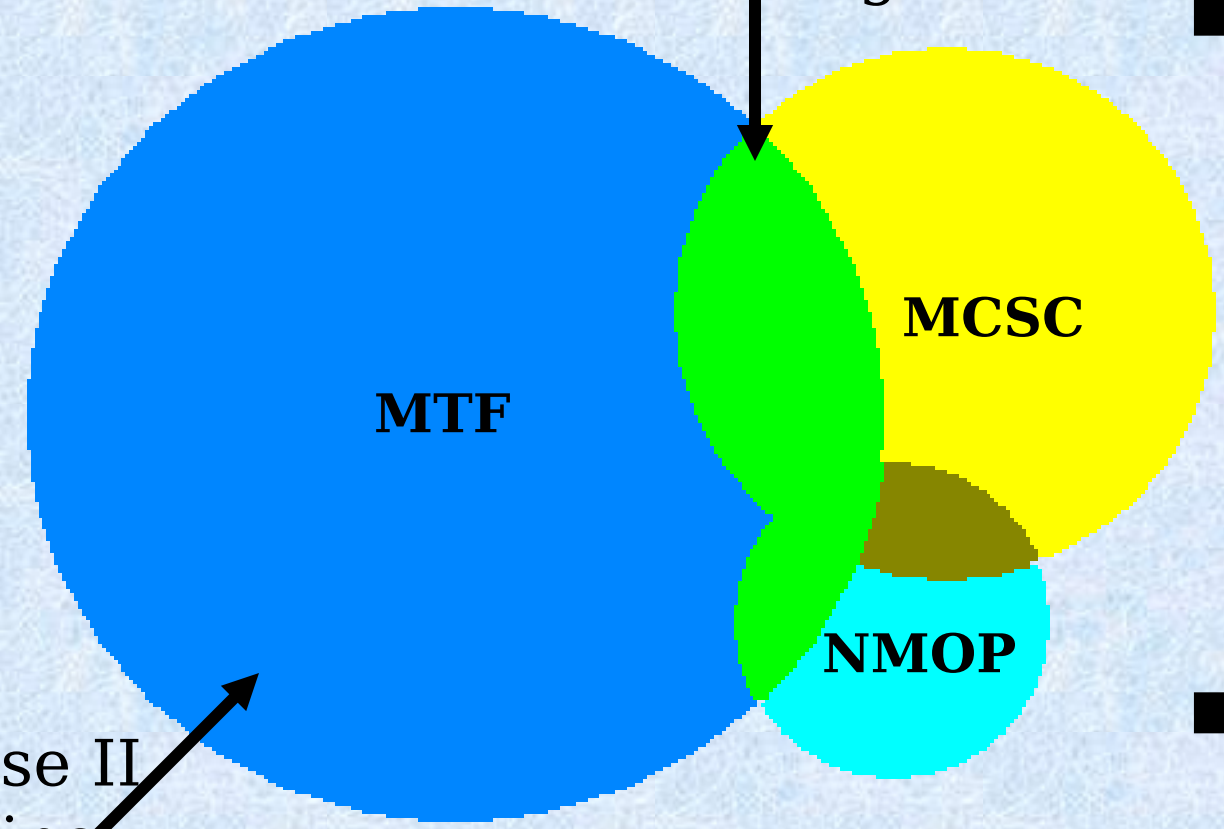
- **Fragmented System**
- **Separate Medication Profiles**
- **Difficulty Consolidating Information**

Estimated Beneficiary Use of DoD's three pharmacy

Benefits of PDTS

TRICARE Management Activity

Identify Subset of Positive Clinical Warnings



Consolidated utilization and management reports

Phase II on-line TPC

PDTS: Critical Factors for Success

- Secure, Reliable Communication Infrastructure for real time transactions
- Data Integrity
- Standardized Business Practices

Communications Infrastructure Issues

- Connectivity to DISN
  - Firewalls
  - Intrusion Detection Systems
  - Through-Put/Capacity
- PDTS transaction encrypted
- Goal is 6 second response time (Paramount for User/Patient Acceptance)

Data Integrity

Data Integrity within key CHCS files are critical for successful PDTS Transactions:

- Patient Demographics File
- Provider File
- Drug File

Data Integrity Consequences

- Unsuccessful PDTS Transaction (i.e. no prescription)
- Additional data edits required while serving patients
- Additional transaction fees
- Patient and user frustration
- Corrupt data creates Suspect Reports

Data Clean-up Guidance

- Numerous documents went to sites
  - Dr. Sears letter and AdHocs May 99
  - SMMR 2/PDTS Checklist May 99
  - Conference calls w/Regions June/July 99
  - Local MTF/Regional efforts Ongoing
- TMSSC assistance Aug 99
- Monthly monitoring by CIOs Sep 99

Data Quality Issues Identified

- Missing data
- Incorrect data - input errors
- Incorrect file and table build
  - input errors
    - knowledge errors
    - lack of business rules
- Misattribution errors

Lead Agent/ Command Role

- Organize
  - Team approach
  - TMSSC Assistance/Training
- Divide
  - Identify specific areas of of responsibility
- Conquer
  - Monitor performance
  - Standardize business practices
  - Must be an on-going effort

Schedule

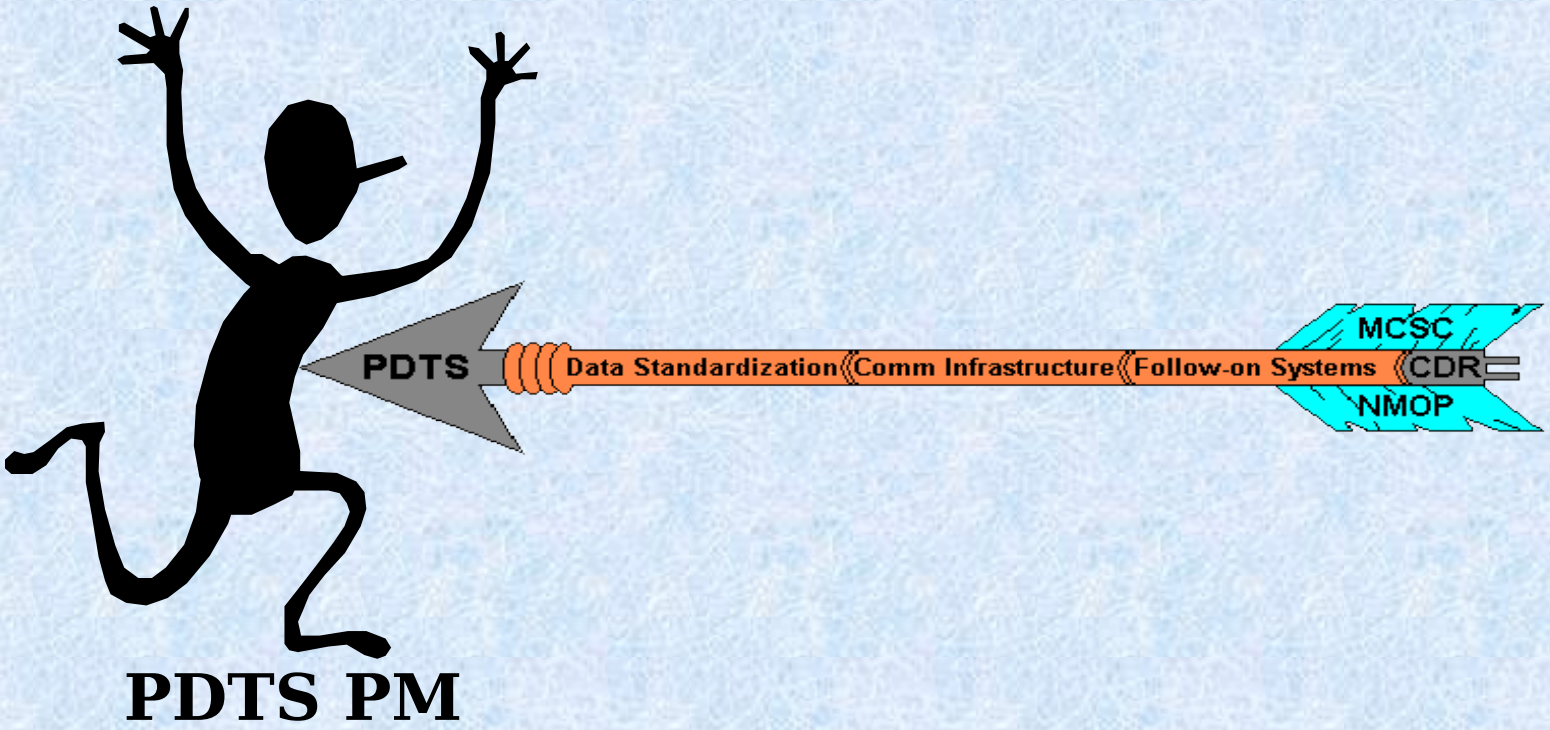
- Alpha: Wright-Patterson AFB Mar 00
- Follow-on Sites Apr-Aug 00
  - Aggressive Schedule
  - Regional Implementation Concept
  - CHCS II Sites Delayed until after OT&E
- National Mail Order Pharmacy Apr 00
- MCSC Retail Network Mar-Apr 00

The Tip of the Arrow

TRICARE Management Activity

Questions

TRICARE Management Activity



DEPARTMENT OF DEFENSE

TRICARE

Your Military Health Benefit

PRIME
EXTRA
STANDARD

TRICARE
www.tricare.osd.mil

World Class Health Care
for the World's Best Military